

W-01580A-13-0255

ORIGINAL



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2013 - 112285

Date: 8/15/2013

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Jeff and Kara

Shaw

Account Name:      Jeff and Kara Shaw

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:      Payson

CBR:

State:      AZ      Zip: 85541

is:

Utility Company:      Tonto Village Water Company, Inc.

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

August 6, 2013

Arizona Corporation Commission Utilities Division  
1200 W Washington St  
Phoenix AZ 85007

Docket #W-1580A-13-0255  
Tonto Village Water Co Rate Increase Application

Arizona Corporation Commission

DOCKETED

AUG 29 2013

DOCKETED BY

NR

AZ CORP COMMISSION  
DOCKET CONTROL

2013 AUG 29 A 10:28

RECEIVED

Dear Sir or Madam:

We are in receipt of the notification of request for increase to the fees for the Tonto Village Water Company Inc.

We are not opposed to a reasonable increase (cost of living like the rest us receive), but what is proposed is both unreasonable and, in our opinion, unlikely to help with repairs our complete system is in need of.

The rate increase that they are asking for is excessive, but the worst part is this money will not likely be used to start the repairs the system is in need of in order to prevent the constant leaks, shut downs and pressure loss which could expose residents to potentially dangerous bacteria. Our family has already experienced sickness from the water (although when we asked for the water to be tested, the company did the testing, not an uninterested third party) so we have to purchase bottled water just to be on the safe side. We have had to install a water softener as the water is so hard that it has ruined two hot water heaters and numerous faucets in our home due to calcium buildup.

The cost of owning and running a business falls on the owner of the company. While we understand that an increase to repair our system would, in some way,, most likely fall to the residents of Tonto Village, the request as submitted, unfortunately, is not going to cover ANY of the repairs needed and will only serve the owner's of the company, not our community as a whole.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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We oppose this rate increase as submitted.

Respectfully Submitted,,

Jeff and Kara Shaw

Payson AZ 85541  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket No. W-01580A-13-0255. closed  
\*End of Comments\*

**Date Completed: 8/28/2013**

**Opinion No. 2013 - 112285**

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